

BEVERLY CHARMAINE TENNENT

QUALITY ANALYST

EDUCATION

ISTQB 2024

Foundation Level Certificate

**Maharashtra State Institute
of Hotel Management &
Catering Technology** 2017

Bachelors in Hospitality

Last semester - pending

SKILLS

- **Technical skills:** JavaScript basics, Git, GitHub, Postman, Jira, Agile methodologies, CI/CD basics, Shell scripting.
- **Operating Systems:** Windows, Linux & IOS.
- **Soft Skills:** Analytical thinking, Attention to detail, Effective communication.

CONTACT

✉ bctennent@gmail.com

☎ +91 77578 35218

📍 Pune

ABOUT ME

As a detail-oriented professional transitioning into Quality Assurance, I bring a strong foundation in software testing principles backed by my ISTQB certification. I have developed practical knowledge of HTML, CSS, and JavaScript. I am eager to join a mentorship-driven environment where I can grow into a seasoned QA professional while contributing to product excellence from day one. With my analytical mindset and dedication to continuous learning, I am ready to take this next step in my career journey.

WORK EXPERIENCE

LEAD GENERATION Nov 24 -
Usholars Study Abroad, Pune. Currently working

Counsel students interested in studying abroad, understand their needs, and provide basic guidance.

HEAD BAKER Feb 23 - Jan 24
THE FLOUR WORKS, KALYANI NAGAR

Curated menu & equipment to set up a bakery, managed over 6 staff members for service, kitchen operations.

SELF-EMPLOYED Dec 21 - Jan 23
SPOON OF FROSTING

Started a niche home bakery business with gourmet, commercial & customized offerings.

TECHNICAL SERVICE ASSOCIATE April 21 - Oct 21
AMAZON INDIA

Troubleshooting customer issues with Alexa & Kindle with a good score for rapid resolution. Technical troubleshooting for Amazon Prime and Twitch.

SR.ASSOCIATE TECH SUPPORT Jan 20 - Nov 20
TECH MAHINDRA

Outbound sales for Vodafone (US)

CUSTOMER SERVICE ASSOCIATE July 19 - Sept 19
EXL SERVICES

Customer support for AAA roadside assistance, USA.

PUBLIC RELATIONS MANAGER Dec 17 - June 19
THE ROASTED BEAN, KOREGAON PARK

Managed one of the first specialty coffee café in a prime locality